

SMART Site Feedback

Communications & Customer Service
Directorate
Research & Resources Division



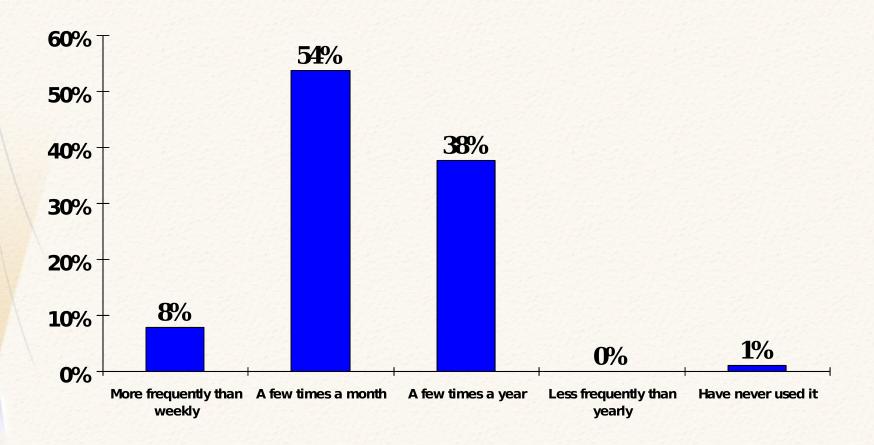
SMART Site Feedback

- Evaluation was:
 - Fielded on 13 June via e-mail invitation to Web evaluation
 - Reminder sent 20 June
 - Evaluation concluded 22 June
- 205 responses from 1,267 registered SMART site users (16.2% response rate)
- Assessment options were:
 - Greatly exceeded my expectations
 - Slightly exceeded my expectations
 - Met my expectations
 - Fell slightly short of my expectations
 - Failed to meet my expectations





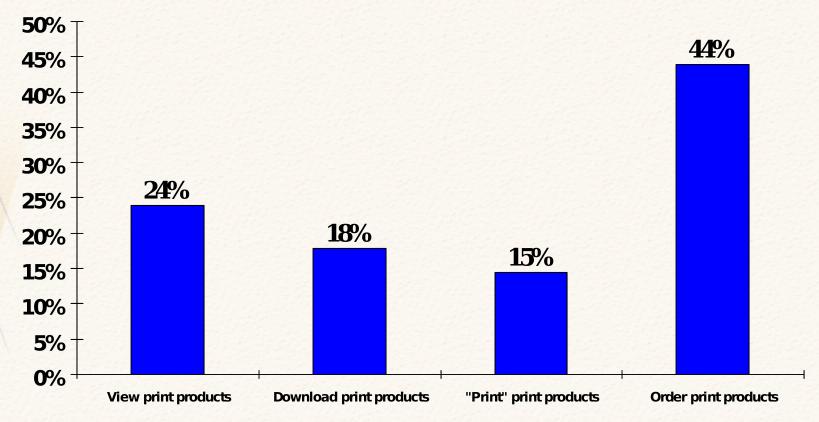
What is the frequency of your use of the SMART Web site?







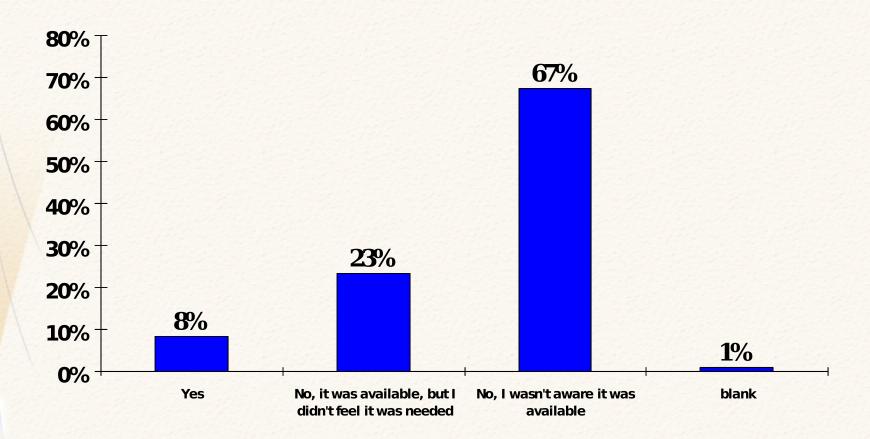
What function do you use to get printed products? [MARK ALL THAT APPLY]







Did you receive training prior to using the SMART Web site?







Summary of Assessments: Percentage Who Said it Met or

Exceeded Their Expectations Ouality of Products 97.0% 96.6% **Accuracy of Fulfillments** 96.0% **Usefulness of Products** 96.0% Performance of Site **Usefulness of Site** 92.6% **Timeliness of Fulfillments** 92.5% 92.1% **Ease of Finding Products** 91.2% **Organization of Site** 85.4% Training on Use of Site 83.6% **Convenience of Order Process**





Summary of Assessment Scores: Score on 0 - 4.0 Scale





